INPATIENT EXPERIENCE SURVEY

Consistent and Coordinated Care

This month’s report looks at consistent and coordinated care whilst in hospital.

Many of our patients experience our hospital system as confusing and confounding. Many are in an unfamiliar environment where they need to absorb information, technical terms and language that is often new to them – all whilst they are feeling unwell or under stress.

Our patient experience surveys show that, by and large, we are performing well at communicating with patients in ways they understand and at giving them the information they need to make decisions. Our job is made that much harder, however, if we are not all on the same page with the information and advice we communicate and if our staff and teams do not work together in ways that are consistent and coordinated.

Our patients are asking for more consistent and coordinated care, indeed, for one third of our patients, this is one of the top three things that matter most to their care and treatment.

Too often patients report receiving conflicting advice about their care and treatment from different staff members within our services; nearly one in ten of our patients tell us that “often” one staff member will tell them one thing, and another will then tell them something different.

Our patients tell us that good consistent and coordinated care is when:

- They receive consistent advice and care between staff and teams;
- All staff involved in their care are familiar with clinical notes and treatment plans;
- Patients are “kept in the loop” with their condition and any plans;
- They are treated consistently well;
- Communication is regular, consistent and informative;
- They are attended to promptly and our systems are coordinated and efficient;
- Staff are consistently available and attentive; and
- Care is coordinated and thorough e.g. planned tests are carried out.

Some of our patients do not receive consistent or coordinated care, largely because of miscommunication or conflicting opinions, advice and information. This often leads to situations that are, at best, avoidable and, at worst, dangerous. A number of patients also noted inefficiencies or delays due to a lack of coordination between staff and teams.

Our previous in-depth look at consistent and coordinated care was in February 2015. When we compare data between 2014 and 2015 we can see some improvements in our performance, most notably around how our patients rate us on how well doctors, nurses and midwives work together. In the year to January 2016, five percent more patients rated this as “excellent” (from 35% to 40%), and a smaller percentage rated it as either “fair” or “poor” (from 11% to 8%) than in the 12 months to January 2015. These results are statistically significant. These are good results, but there is still further work to be done.

David Hughes
Deputy Chief Medical Officer
PATIENT VOICES

Rated overall care excellent

“The care I received ... put me at ease and made me confident.”

“...Cleaners were just finishing off cleaning the area we were to stay in and it was spotless. They were caring for our needs as much as anyone else [was]...”

“My hospital stay could not have been better, and I would like to thank everyone involved with my stay. You should be very proud of the standards that you reach.”

“A ll the staff’s friendliness, competence and empathy made the hospital procedure and after care a wonderfully calm and overall pleasant experience. All the staff we encountered seem to really enjoy their job!”

“Speed and comprehensiveness of care impressed me … while nurses were very, very busy at times, they were always calm, responsive and helpful.”

Rated overall care very good

“The whole team worked very well together to ensure I was very well looked after and my condition was always improving. They were striving for getting my health ready for discharge and home.”

“I had every confidence in the staff and they all explained what was to happen and why.”

“The care received by the nurses ... was very good, they listened if you said something and responded accordingly and they were very helpful.”

Rated overall care good

“Positive: Only a very brief waiting time for my surgery. Negative: I found it very stressful that my I had to listen the entire day to the TV program of my bed neighbour. It impacted negatively on my recovery.”

Rated overall care fair or poor

“The toilet in our room was disgusting: faeces all over the toilet bowl & seat, urine sample pottles with urine in it left on the basin, the rubbish stunk. We were in hospital for 4 days and not once was it cleaned, we did tell the nurse but to no avail.”

OVERALL CARE AND TREATMENT

Over 2200 patients completed our Inpatient Experience Survey in the 12 months to January 31, 2016. Overall, we are seeing some improvement in our ratings; in October 2015 our ‘excellent’ ratings reached a high of 52 percent and our combined “excellent” and “very good” ratings have averaged 80 percent over the past 12 months. Whilst these changes are not statistically significant, they are heading in the right direction.

Inpatient overall experience of care rating, Feb 2015 to Jan 2016 (%)

Overall care and treatment ratings to January 31, 2016 (%)

WHAT MATTERS TO PATIENTS

The graph below ranks the dimensions of care in order of what matters most to patients and shows how we are doing on each of those dimensions. The percentages of patients who say that each dimension makes a difference are listed next to each.

Overall care and treatment ratings (%)
FOCUS ON CONSISTENT AND COORDINATED CARE

More than one-third of our inpatient respondents (37% or 967 patients) tell us that getting consistent and coordinated care whilst in hospital is important to them.

HOW ARE WE DOING?

Consistent information

Nearly two-thirds of our patients tell us they are given consistent information by staff. Nearly one in ten, however, tell us that they are “often” given conflicting information by different staff members, e.g. one staff member will tell them one thing, and another will then tell them something different.

There is very little change in our performance on this measure between 2014 and 2015. The differences are not significant.

PERCENTAGE OF PATIENTS WHO SAY THEY WERE GIVEN CONFLICTING INFORMATION BY DIFFERENT STAFF MEMBERS

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>2014</td>
<td>64</td>
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<tr>
<td>2015</td>
<td>64</td>
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<td></td>
<td>10</td>
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<td>9</td>
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2014: n=1080; 2015: n=2084

How well staff work together

Statistically, we can see that there has been some improvement in how well doctors, nurses and midwives work together, with a higher percentage of patients rating this as “excellent”, and a smaller percentage rating it as either “fair” or “poor” in the year to January 2016 than they did in the previous 12 months to January 2015. There is little improvement, however, in how patients rate how well other staff, (e.g. physiotherapists, radiographers, occupational therapists or dietitians), work together with other members of the healthcare team. Although the excellent ratings for ‘other staff’ appear to have increased, the differences are not significant.

PATIENT RATINGS OF HOW WELL STAFF WORK TOGETHER

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2015</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors, nurses and midwives*</td>
<td>35</td>
<td>40</td>
<td>5%</td>
</tr>
<tr>
<td>Other staff</td>
<td>36</td>
<td>39</td>
<td>3%</td>
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<table>
<thead>
<tr>
<th>Average Rating by Division</th>
<th>2014</th>
<th>2015</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicine and Acute Care</td>
<td>8.2</td>
<td>8.6</td>
<td>4%</td>
</tr>
<tr>
<td>Surgical and Ambulatory Care</td>
<td>8.1</td>
<td>8.6</td>
<td>5%</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>7.8</td>
<td>8.3</td>
<td>6%</td>
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CONSISTENT AND COORDINATED CARE – PATIENT COMMENTS

Overall, 802 patients have commented on consistent and coordinated care in the 12 months to February 2016. More than half (59%) of the comments were positive. Note that the percentage of respondents who commented negatively or positively are in brackets.

CONSISTENCY BETWEEN STAFF AND TEAMS

BEHAVIOUR WE WANT TO SEE (21%)

Our patients appreciate it when they receive consistent communication, advice and care between staff and teams. Many of these patients talked about staff being “on the same page”, being familiar with care and treatment plans, repeating the same information and advice and a handover process that worked smoothly and ensured all staff were kept up to date.

“There was no backtracking [and] no one told me anything that was not repeated by others in a consistent manner. I was comforted by the flow through of the information supplied - totally consistent from go to whoa!”

BEHAVIOUR WE DON’T WANT TO SEE (16%)

Just over one in six of the patients who commented believed that they experienced poor communication between staff and teams, which often led to conflicting advice and information. When this happened, patients were left confused, frustrated and unsure whose advice or opinion they should trust.

“First day after my operation, one surgeon said I should mobilise and that I’d be going home the next day. Trying to walk was extremely painful. There was no way I could’ve gone home. Two days later another surgeon said I shouldn’t mobilise and that I’d be staying in hospital for "quite a while".”

GOOD COMMUNICATION AND INFORMATION

BEHAVIOUR WE WANT TO SEE (22%)

Patients who commented about good communication and information said that consistency is about being treated consistently well, getting good communication on a consistent basis, having their information and clinical notes available to others (and therefore not having to repeat themselves) and feeling as though they were “kept in the loop” in terms of their condition and any plans or information.

“I was totally informed every step of the way and really appreciated that. Everyone involved with my care knew what was what and I had total confidence in the staff.”

BEHAVIOUR WE DON’T WANT TO SEE (15%)

One in 10 of our patients commented negatively about miscommunication which led to a lack of consistency. Most of these patients spoke of incidents that had occurred because of miscommunication between staff and teams. Some were annoying, such as having to repeat information, being nil by mouth for extended periods of time or being left with no idea as to what was happening. Others, however, were more serious, e.g. when prescribed medications conflicted with other health conditions or when allergies were not noted and the patient had an allergic reaction as a result.

“One nurse would tell me that I could have a drug, then there would be a shift change and the next nurse would say I couldn’t.”

EFFICIENT, ORGANISED, CONSISTENT CARE 2,14

BEHAVIOUR WE WANT TO SEE (16%)

For one in six of our patients, the consistent and coordinated care they received meant they were attended to promptly, and systems worked well and were efficient.

“On admission - the moving from department to department was incredibly efficient I have never experienced this in a hospital before. Also there was no major time delay between stages.”

BEHAVIOUR WE DON’T WANT TO SEE (11%)

Some of our patients believe that a lack of consistent and coordinated care was inefficient or led to a delay in care or treatment or other situations that they believed were avoidable.

“We waited 5 hours [in A&E] to see a doctor when a ward bed was already assigned for us upstairs.”

OTHER

BEHAVIOUR WE WANT TO SEE

Our patients also commented positively on:

- Staff being consistently available and attentive e.g. attending bells promptly (4%)
- Thorough, coordinated care e.g. tests ordered and carried out, patient advised of results (2%)

BEHAVIOUR WE DON’T WANT TO SEE

Patients commented negatively:

- When they felt a lack of consistent and coordinated care was due to understaffing or under resourcing (4%)
- When decisions or plans changed because of a lack of coordination (4%)